

<b>COMPLAINT NUMBER</b>	19/218
<b>COMPLAINANT</b>	A Jacobs
<b>ADVERTISER</b>	Wheelie Bin Services Ltd
<b>ADVERTISEMENT</b>	Wheelie Bin Services Ltd Flyer
<b>DATE OF MEETING</b>	11 July 2019
<b>OUTCOME</b>	Settled

**Advertisement:** The flyer for Wheelie Bin Services Ltd said “240LT GENERAL WASTE BINS COLLECTION OPTIONS OF: \$113.05 invoiced every three months, emptied weekly, \$82.61 invoiced every three months, emptied fortnightly, \$52.17 invoiced every three months, emptied once a month”.

**The Chair ruled the complaint was Settled.**

**Complainant, A Jacobs, said:** I recieved this flyer for wheelie bin services. Upon calling the company I was told that the pricing for wheelie bins was gst exclusive and it was the price for the first payment only for new customers. There is an asterix in the flyer indicating conditions & gst exclusion for skip Bins but none for wheelie bins. After the first payment further payments would be at a higher rate which is not stated. The full/standard price is not indicated in the flyer. I felt this was misleading and meant I could not compare it with the services I currently receive.

**The relevant provisions were Advertising Standards Code - Principle 2, Rule 2(b).**

**The Chair** noted the Advertiser acknowledged there was an error with the pricing quoted on one side of the 2019 flyer and it should have said GST was excluded in the prices quoted. The Advertiser said customers who responded to the offer were offered a three-month contract at the advertised rate. The Advertiser said there was a limited print run of the flyers, which has now ended.

Given the Advertiser’s co-operative engagement with the process and the self-regulatory action taken after recognising that an error had been made the Chair said that it would serve no further purpose to place the matter before the Complaints Board. The Chair ruled that the matter was settled.

**Chair’s Ruling:** Complaint **Settled**

#### **APPEAL INFORMATION**

According to the procedures of the Advertising Standards Complaints Board, all decisions are able to be appealed by any party to the complaint. Information on our Appeal process is on our website [www.asa.co.nz](http://www.asa.co.nz). Appeals must be made in writing via email or letter within 14 days of receipt of this decision.